

Appendix

No. 6.6

ATT Work Center Disaster

Recovery Plan

AT&T Relay Services (ARS)

New Castle, PA.

Work Center Disaster Recovery Plan

NON PROPRIETARY COPY

Plan Owner: L'Tanya Johnson

Disaster Recovery Team Leader: Cathy Peebles
Disaster Recovery Team Leader Back-Up: Margaret Burger
Plan Steward: Patti Migliori

Doc # 686855

NEW CASTLE PA ARS WORK CENTER DISASTER RECOVERY PLAN

Application for Recertification of the Pennsylvania TRS
November 8, 2007
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RELATED DOCUMENTATION

Related Document Title
ARS Service Recovery Quick Reference – last version dated: 10/05 (author: Bob Kistic)
System/Application Recovery Plan (<i>Internal AT&T Use only</i>)

REFERENCE DOCUMENTATION

Reference Document Title
<i>AT&T Disaster Recovery (Internal AT&T Use only)</i>

PLEASE NOTE: Portions of this document have been edited to remove AT&T's Proprietary information.

SECTION ONE

INTRODUCTION

1.0 PLAN SUMMARY

This Disaster Recovery Plan provides the required methods and procedures necessary to recover all critical business processes/functionality as identified by the Work Center in the event of a disaster. DR Plans are maintained and distributed using the designated AT&T DR planning software tool, Living Disaster Recovery Planning Systems (LDRPS) from Strohl Systems ®.

This document is in accordance with and is supported by AT&T Business Continuity Services (BCS). BCS provides global direction and support to the AT&T Diversified Businesses – Call Servicing and is responsible for the development and distribution of related standards.

This document has been written by, is being maintained by, and is the property of the Call Servicing. All inquiries or changes to this document must be directed to the Plan Steward / Assistant Plan Stewards identified in Appendix A of this plan.

The AT&T Work Center Disaster Recovery Plan template has been written, is maintained by, and is the property of AT&T BCS. Upon completion of the template, the resulting work center DR Plan becomes the property of the Work Center for which the plan is written.

1.1 SCOPE / ASSUMPTIONS

SCOPE

The scope of this New Castle PA AT&T Relay Services (ARS) Work Center Disaster Recovery Plan (DRP) describes how the personnel will respond to only Work Center specific and/or significant process emergencies, or disasters, that render part or all of this physical site location or processes unattainable or not viable. This DRP will detail the activities to consummate business continuity through the transfer of the critical business processes/functions to an alternate site.

This DRP does not address any of the following:

- ❖ Rebuilding of the original site
- ❖ Relief Activities
- ❖ Incident Management or Response
- ❖ Emergency Action Plan



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ASSUMPTIONS

The following assumptions are essential to the successful implementation of the plan:

- ❖ A full complement of trained key personnel is available to implement this plan.
- ❖ Recovery site(s) have been obtained and is functional.
- ❖ Other related component plans are complete, tested, and available (where required, eg., Service Recovery Quick Reference).
- ❖ Organizations external to the corporation such as government agencies, vendors, customers and others will be reasonably cooperative during the recovery period.

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1.2 WORK CENTER DESCRIPTION

New Castle PA ARS provides AT&T Relay Services to customers that are deaf, hard-of-hearing, or speech-disabled by typing their conversation using a text telephone (TT/TTY). A customer that is deaf-blind may use either a text telephone (TT) or a telebraille telephone (TB). A skilled AT&T Communications Assistant (CA) or Relay Associate (RA) relays the message by reading it to the hearing person at the other end. The CA or RA then relays the hearing persons spoken words by typing them back to the TT/TTY User. Each call is handled in strict confidentiality, with the utmost accuracy and sensitivity.

CA's or RA's are available 24 hours a day, 7 days a week, from wherever a customer calls. The customer simply dials: 1-800-855-1155 or 711 on their text telephone. When the CA or RA answers, they type in the kind of call they wish to make or the request for whatever information is needed.

CA's or RA's can assist with the following type of calls:

- calling card calls
- calls billed to a third number
- collect calls
- person-to-person calls
- calls from a public phone
- directory assistance

There are 3 ARS Centers across the country: Norton VA; Augusta GA; New Castle PA. The New Castle PA ARS work center is located at 100 S. Jefferson Street, Suite 115, New Castle, PA., and all work functions performed in this work center have been identified as critical.

1.3 RECOVERY STRATEGY AND OBJECTIVES

In the event the New Castle PA ARS Center has been impacted resulting in the unavailability of the center, the New Castle PA ARS Disaster Recovery Team Leader (DRTL) or their back-up activates the Work Center Disaster Recovery Plan (DRP) and instructs appropriate personnel, including the Operations Management Center (OMC) and the Technical Service Administrator (TSA). The TSA will work with the Service Recovery Manager, Bob Kisic, and the OMC to redirect traffic to other Centers as appropriate.

OBJECTIVES:

- ❖ State the required recover time frame for processes or work functions.
- ❖ State the strategy and procedures for recovering or re-routing all critical and important business functions.
- ❖ Document all assigned resources and relocation plans.



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- ❖ Manage all personnel, customer, facility, environmental, and technology issues at the time of a disaster.
- ❖ Identify required Work Center reference information consisting of locations, of both internal and external interfaces.
- ❖ Work center personnel are trained and thoroughly familiar with this DRP.
- ❖ Identify any security requirements.
- ❖ Identify critical data stored on-site, and off-site storage facilities and retrieval procedures.
- ❖ Identify assets and equipment required during a transfer.
- ❖ Identify applications, platforms, and internal and external interfaces used in a process.
- ❖ Identify: recovery teams, furnish contact information and responsibilities, applications and software, customers, and vendors.

1.4 WORK CENTER PROFILE

This section provides details of the architecture of the New Castle PA Work Center.

1.4.1 WORK CENTER PROFILE TABLE

Name of Work Center:		New Castle PA ARS
Work Center Acronym:		New Castle ARS
Business Unit/Division:		AT&T Relay Services
Process Owner:		L'Tanya Johnson
Work Center location:		100 S. Jefferson St., Suite 115, New Castle, PA
Recovery Centers:	Augusta GA ARS	2528 Center West Parkway
	New Castle PA ARS	100 S. Jefferson St., Suite 115
	Norton VA ARS	831 Park Avenue
Recovery Time Objective RTO		1.0 Hour
Recovery Point Objective RPO		N/A
Function	Hours of Operation	#of Employees/Shift
New Castle PA ARS	24 hours / 7 days / week	135 positions 1 B-band Manager 3 A-band Managers 160 Communication Assistants (CA's) 1 Clerk

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SECTION TWO

DISASTER NOTIFICATION RESPONSIBILITIES

2.0 NOTIFICATION PROCEDURES

The New Castle PA ARS on duty supervisor will notify all DR Team members in the event that a disaster is declared at the work center. Each primary and alternate team member will be contacted either at work, by pager or at home, as appropriate. All team members will be briefed on the current status, and a DR conference bridge may be established to discuss the activation of the DR procedures in this manual.

2.2 TEAMS

A list of the Disaster Recovery Teams with contact information is available in Appendix A.

Disaster Recovery Team

The Disaster Recovery Team (DRT) is to manage the overall disaster recovery effort at the recovery site and is comprised of the following:

- New Castle PA ARS Disaster Recovery Team (DRT)
- OMC/Force Center (Operations Management Center)
- CCS PST Business Systems Support Team (BSST)
- Performance Support & Measurements (PS&M)
- CS Channel Manager – Domestic & International
- Technical Service Administrator (TSA)
- Service Recovery Manager (SRM)

Key Relay Team Member Responsibilities

The responsibilities of the New Castle PA DR Team:

- Along with the SRM, the OMC, and the TSA, the New Castle PA DRT assists in the decision to activate the Disaster Recovery Plan.
- To ensure the Communication Assistants are receiving the proper information.

The responsibilities of the Operations Management Center (OMC) are:

- The function of the OMC, during both normal business operations as well as in a disaster scenario, is to work with the SRM, the TSA and the DRT in managing the traffic reroute strategy to ensure proper force levels across ARS. They are contacted by the affected site on-duty supervisor, they work with the SRM, the TSA, and the recovery site for recovery, and also act as a back up to the SRM.

The responsibilities of the CCS Support Team:

- The BSST is responsible for managing work center technology-related recovery of data for those applications internally supported, maintained and managed, from the disaster-impacted site to their alternate location(s). Their mission is to assist in the transfer of the work center's processes to their alternate locations within the Recovery Time Objective, including critical data recovery.

The responsibilities of the Performance Support & Measurements (PS&M):

- The PS&M Team is responsible for providing Communication Assistants (CA's) with methods on emergency call handling. They are also responsible for posting emergency messages to provide CA's with updates on disasters.
- In addition to their primary roles, the PS&M POC also provides back up to the CS Channel Manager.



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The responsibility of the Technical Service Administrator (TSA):

- The TSA is responsible for managing work center ARS position equipment related impacts.
- Additionally, for work center specific impacting disasters, the TSA also manages the completion of any trouble tickets that may effect the center, to insure no greater impact to the customer than those defined by the process owner.

The responsibilities of the Service Recovery Manager (SRM):

- The SRM is responsible for implementing all customer reroute procedures, documented in the ARS Service Recovery Plan. They are contacted by the on site manager, the OMC or the TSA.
- The Service Recovery Manager, (along with the DRT, OMC and the TSA), make the decision to activate the Disaster Recovery Teams.
- Establish a point of contact to the Incident Management Operations Center, if appropriate.
- The SRM, DRT and OMC evaluate the recovery effort effectiveness; decide on making adjustments as necessary.
- Maintain a log of all disaster recovery plan implementation activities.
- Conduct a post- recovery debriefing.
- Communicate real time information as disaster is occurring. This is done via the ARSSR or the nftemergency broadcast code.

SECTION THREE

RECOVERY

3.0 RECOVERY ACTIVITY FLOW

The actual detailed recovery steps are outlined in Recovery Steps in **Appendix B**. These recovery steps are documented with the team names, responsibilities and sequences, as well as the detailed tasks required for recovery and verification.

The Call Servicing DRTL or their back-up notifies the appropriate contacts to implement this disaster recovery plan. If the DRTL or their back-up is not available, anyone within the disaster-impacted Work Center can notify the OMC and teams involved in the process recovery. Once notification has been received, the transfer process involves the Work Center personnel at the alternate locations. A process flow may be included at the work center's discretion at a later time.

NOTE: If the New Castle ARS Center is unavailable due to an emergency, calls will flow to the other Network Relay Transfer (NRT) Centers (Scranton and Providence) first and then out to other Centers, depending on the impact.

SECTION FOUR

MAINTENANCE AND EXERCISE

4.0 MAINTENANCE

DISASTER RECOVERY MAINTENANCE

An ongoing, comprehensive, and well documented Disaster Recovery Plan is essential to ensure that this Business Division's Critical Work Center has corrective controls in place which would minimize the loss of revenue and or service in the event of a disaster. There are three primary objectives to be achieved with this maintenance program:



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1. To ensure the readiness of this Work Centers recovery process.
2. To document timely modifications to this Plan as appropriate.
3. To periodically review this Plan with the DR Team and the Recovery Service Provider (RSP) to ensure that it remains current and accurate.

MAINTENANCE RESPONSIBILITIES

The Plan Steward / Assistant Plan Stewards are responsible for maintaining this work center DR Plan. All critical work center component Disaster Recovery Plans must be reviewed at least annually for maintenance and update. All changes, modifications, or updates to this DR Plan should be directed to the Plan Steward / Assistant Plan Stewards. It is the responsibility of each DR Team Member to ensure that the version they are using is the most current. Each member of the DRT should have a current paper copy of the DR Plan off site.

4.0.1 MAINTENANCE LOG

An audit trail of request changes, the person requesting those changes, and the disposition of the change request must be maintained by the Process Associate assigned by the work center or the process owner and updated in Maintenance Log. The Maintenance Log can be found in **Appendix L**.

4.1 EXERCISE

SCHEDULE EXERCISE

Disaster Recovery Work Center Plans must be exercised regularly. This ensures that the plan works as intended and the element(s) being exercised (tested) can be recovered within the required time frame. Deficiencies are identified and corrected, and personnel are adequately prepared to perform their assigned activities during a disaster. Exercises are a required element in the *AT&T Standard for Disaster Recovery Certification and Assurance Criteria*.

The minimal criteria for exercise schedules is as follows:

- ❖ Annual DR Plan Walk-Through.
- ❖ Annual Single or Multi-Component Simulation exercise is required for those components classified as *critical* which support a business processes. This exercise must be scheduled by the Business Process Owner and coordinated with Business Continuity Solutions.
- ❖ All critical DR Plans which support business process(es) classified as *important* must be exercised in a Component or Multi-Component Simulation every eighteen (18) months.

DR EXERCISE RESPONSIBILITIES

Plan Steward / Assistant Plan Stewards

- * Coordinate or participate in all pre, during and post exercise meetings
- * Primary contact for Call Servicing
- * Ensure that all required work center participants are represented through all phases of the exercise
- * Ensure that all Call Servicing Work Center DR Team members contact information is accurate
- * Coordinate the development of the scope, objectives and team list for the exercise
- * Coordinate the development of the disaster recovery timeline using data supplied by the DR team
- * Participate in problem resolution for Work Center recovery that may impact the exercise schedule
- * Assist in coordinating all meetings on problems encountered and their resolutions
- * Represent Call Servicing on the daily status calls during the operating system recovery
- * Participate on the open bridge during the recovery of the Work Center
- * Monitor application recovery progress to ensure that documented recovery procedures are being followed
- * Gather the Modification Request Forms and verify complete (no duplication) and provide to CS Project Mgmt
- * Conduct the post exercise review
- * Track and provide status for all outstanding work center issues resulting from the exercise



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Work Center DR Team

- * Participate as needed in all pre, during and post exercise meetings
- * Provide input to the preparation of all exercise documents (scope, objectives, timeline)
- * Provide support for related problems identified during the exercise
- * Participate in the recovery where specified in the DR Plan

APPENDIX A –TEAMS

Work Center Management Personnel

The Management employees and/or Supervisors are to maintain their own list of all non-management employees located at this work center, accessible both during normal business hours and after hours. This list would be used to ensure that all Work Center employees (management and non-management) are appropriately contacted in the event of a business interruption, and are accessible both during normal business hours as well as after hours.

Call Servicing Open Conference Bridge: Proprietary Contact info removed

NOTE: This bridge will not activate unless the Host (Plan Steward) is on the bridge.

New Castle PA Work Center DR Team Members

Title/Function	Member Name	Work	Home	Wireless/Pager	Fax
New Castle PA DRTL	Cathy Peeples				
Back up DRTL	Margaret Burger				
Plan Steward	Patti Migliori				
Perf. Sys. & Meas.	Teresa Feeney				
Associate Manager	Margaret Burger				
Associate Manager	Shirley Germani				
Associate Manager	Jeanne Ulica				

Proprietary contact information in this table removed

AT&T Relay Services Leadership Team

Name	Office/Fax	Fax	Home/VO	Wireless	Pager
L'Tanya Johnson – Director					
Lois Peralta – Chief of Staff					

Proprietary contact information in this table removed

ARS – Product Manager – Relay Services - Proprietary Contact Information Removed

Name	Office	Fax
Gail Sanchez		

Operations Management Center (OMC)

Name	Name	Office	Home/VO	Wireless	Fax
OMC In-Charge Desk					
NOTE: OMC can be reached via Service Emergency Pager during off hours Pager:					

Proprietary contact information in this table removed



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ARS Work Locations - *Proprietary Contact Information Removed*

Name of Work Center	In-Charge	POTS Line Note: make sure users know to turn off fax if using fax machine as call back number!
Augusta GA		
New Castle PA		
Norton VA		

SRM / TSAs - - *Proprietary Contact Information Removed*

Name	Office	Pager
TSA for New Castle, PA		

National Customer Care Center (NCCC)

Name	Function	Office
NCCC (New Castle, PA. ARS Center)		800-682-8706

APPENDIX B – RECOVERY PROCEDURES

This section provides detailed Call Servicing Work Center recovery and verification procedures. Listed below are the procedural steps to be taken by the Work Center DR Team to help minimize and, wherever possible, eliminate customer service interruptions in the event of a disaster or outage of the work center.

NOTE: The “Action(s) to be Implemented” are not dependent on each other. These actions should not exceed the Recovery Time Objective (RTO) of 1.0 hour.

Condition/Trigger	Responsible Party	Action(s) to be Implemented
CA's not getting calls OR CA's can not make calls OR All Calls are dropping off of positions		
	CRC (Care Resource Center Contact – SA desk in Center)	<ul style="list-style-type: none">• Make a test call to the Voice Test Number to ensure there is a problem. The Voice Test Number for New Castle PA is: 800-509-2564.• If this works as expected, report the fact to the Manager On Duty, if present in Center. If not, report the fact to the TSA on call for your Center (see TSA Duty Sheet for monthly on call list of TSAs).• If you reach audix, leave a message including the full phone number where you can be reached, and then page the TSA.• Call the OMC and report the problem. Use the OMC pager if need be. Remind them to please call Bob Kisic.• If your call / page to the OMC / TSA is not returned within 10 minutes, contact an alternate manager from TSA or OMC teams, inc. Bob Kisic.• If the responsible Center Manager was not notified by this



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<i>Condition/Trigger</i>	<i>Responsible Party</i>	<i>Action(s) to be Implemented</i>
	WC DRT	<p>point, notify them now.</p> <ul style="list-style-type: none">• Once notified by the CRC that there is a problem, contact the TSA on call for your Center (see TSA Duty Sheet for monthly on call list of TSAs).• If you reach audix, leave a message including the full phone number where you can be reached, and then page the TSA.• Call the OMC and report the problem. Use the OMC pager if need be.• If your call / page to the OMC / TSA is not returned within 10 minutes, contact an alternate manager from TSA or OMC teams, and possibly even Bob Kisic.• Contact the ARS Group Manager and notify them of the problem.• Based on the ARS Group Manager's input, the DRTL or the DRTL back-up will contact the District Manager - Sales & Marketing – Relay Services / Product Management / Account Managers, as appropriate.

<i>Condition/Trigger</i>	<i>Responsible Party</i>	<i>Action(s) to be Implemented</i>
Other Emergencies (not related to System Functionality)		
	CRC	<ul style="list-style-type: none">• Notify Manager on Duty, if present in Center. If not, call the OMC and report the problem. Use the OMC pager if need be.• If the OMC asks you to call / page the TSA, call them after you have spoken to the OMC. (This type of problem rarely demands immediate TSA action).• If the responsible Center Manager was not notified by this point, notify them now.• Leave message for the TSA Manager On Duty as an FYI.
	WC DRT	<ul style="list-style-type: none">• Once notified by the CRC that there is a problem, contact the OMC and report the problem. Use the OMC pager if need be.• If the OMC asks you to call / page the TSA, call them after you have spoken to the OMC. (This type of problem rarely demands immediate TSA action)• Leave message for the TSA Manager On Duty as an FYI.• Contact the ARS Group Manager and notify them of the problem.• Based on the ARS Group Manager's input, the DRTL or the DRTL back-up will contact the District Manager - Sales & Marketing – Relay Services / Product Management / Account Managers, as appropriate.



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<i>Condition/Trigger</i>	<i>Responsible Party</i>	<i>Action(s) to be Implemented</i>
DISASTER SCENARIO AFFECTING SYSTEMS USED IN THE WORK CENTER		
	Work Center DRTL or DRTL Back-Up	<ul style="list-style-type: none">• Contact CCC to open trouble ticket• Contact BSST to work issue, possibly by implementing the System/Application Recovery Plan.

NOTE: If the X-Terminal (stores historical data availability, make busy time, etc) on the CRC desk goes down during normal business hours, call the TSA Manager on duty. If the X-Terminal goes down after normal business hours, wait until the next business day before calling the TSA Manager on duty – do not call / page the TSA on the same day.

List types of Telephone Systems required:

Norstar Modular ICS System and POTS Lines

NOTES: The New Castle PA ARS WC uses a LAN and has intranet & internet access.

The New Castle PA ARS WC uses a Norstar Telephone System. Minimum required telecommunications for this center includes a multi-line telephone system with at least 19 phones with speaker and conference capability.

Equipment	Quantity
Power Fail phone. AT&T 130	
Trimline 210 desk phone	
Phones for Resource Managers/Huddle Rooms/ Training Rooms with: Model: AT&T 7407D AT&T 7406 Plus AT&T 7406D AT&T 7444D AT&T 8102 <ul style="list-style-type: none">• Conference, drop, transfer, hold, speaker, send all calls, call pick-up, directory, next, call, display, program, system dial, Audix• *OPTIONS Vary by phone	
Norstar M7324 plus CAP/KLM telephone	
Norstar Polycom Speakerphone	

APPENDIX D – APPLICATIONS/SOFTWARE

APPLICATION INFORMATION

Upstream	Downstream
IEX TOTALVIEW	IEX TOTALVIEW
TIEMPO	TIEMPO
CSIDS	CICS
CICS	PMP (Performance Management Plan)
	UGN

SOFTWARE INFORMATION



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MICROSOFT OFFICE (INC. WORD, PowerPoint AND EXCEL)
MICROSOFT INTERNET EXPLORER (version 6.0 or higher due to FMS requirements)
WINDOWS XP or WINDOWS 2003
MCAFFEE VIRUS SCAN
Adobe Acrobat
NETSCAPE
REFLECTIONS

APPENDIX H – VENDORS

Internal - - *Proprietary Contact Information Removed*

Name	Phone Number
AT& T Teleconferencing	
Corporate Security	
Northeast Region Corporate Security	
GRE Property Mgr. –	
Client Care Center (Mon – Sat 7A-12M, Sun – 7A-7P ET) TCP Hotline After Hours Primary Pager: After Hours Secondary Pager:	
PDS Help Desk	
AT&T Environmental, Health, & Safety After call is placed, dial 1; after an operator answers, ask to be transferred to AT&T's emergency service	
Employee Assistance Program	

External - *Proprietary Contact Information Removed*

Name	Phone Number
Orlando Control Center (NCRC) (IADS maintenance)	
Penn Power (Electric)	
Central Plumbing	
Tri-County Industries (Rubbish)	
Federal Express Corp.	
Ehrlich Pest Control	
Joseph's Market (local food store)	
Adelphia (Cable TV)	
Denvend (Vending)	
American Engarde (Central Vac System)	
Limbach/Linc Service (heating/AC)	



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APPENDIX J – EMERGENCY PUBLIC AGENCY INFORMATION

Name	Phone Number
Emergency	911
New Castle PA Fire Department - 229 S. Jefferson St	724-654-5518
New Castle PA Police Dept – 230 N. Jefferson St.	724-656-9300
Jamison Hospital	724-658-9001

APPENDIX K - VITAL RECORDS - *Proprietary Contact Information Removed*

The below list includes VITAL RECORDS that are **not critical** to recovery, rather important to the work center for restoration, **except for the Occupational Call Out List**.

Center Managers and associate manager (back up DR Coordinator) carry the most current version of their center's Occupational Call Out List with them daily.

Document Name	Purpose in Recovery	Update Frequency	Manager responsible for accessibility
Occupational Call Out List	Contact employees in the event of disaster	As needed	respective Associate Managers
TotalView Daily Reports	Validate board hours and headcount validation	Daily	Cathy Peeples
Office of Vice President Procedures and Numbers	Restoration – so office can make contact with VP rep	As needed	NCCC
M&Ps	Restoration for operators to have copies of methods & procedures	As needed	PS&M – Terry Feeney
Communication Assistant ID List	Restoration so operators can log in	As needed	Margaret Burger
Supervisor ID Numbers	Restoration so operators can log in	As needed	Margaret Burger
Disaster Recovery Procedures	Ensure team understands the steps to recover	Annually	Margaret Burger

APPENDIX L – MAINTENANCE LOG

Maintenance Log			
Date	Person Requesting Change	Change Requested	Disposition of the Change
6/23/03	Patti Migliori Margaret Burger	Review of Plan (<i>Version 2</i>)	Updates made as appropriate



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6/18/04	Patti Migliori Margaret Burger	Review of Plan (<i>Version 3</i>)	Updates made as appropriate.
6/30/04	Patti Migliori	Additional changes made to plan.	Updates made as appropriate.
2/20/05 & 4/11/05	Patti Migliori	Initial review of plan for 2005	Updates made as appropriate.
4/28/06	Patti Migliori	Review of Plan.	Updates made as appropriate.
5/19/06	Patti Migliori	Review of Plan.	Updates made as appropriate.

APPENDIX M - DISASTER RECOVERY LOG

Start Date/Time		Event	Activities	End Date/Time	
4/26/2003	9:30 am ET	Augusta ARS – unable to receive calls due to Geotel routing branch trouble	OMC call recovery procedures implemented	4/26/2003	10:10 am ET
3/3/2004	4:28 PM ET	New Castle ARS center call routing issues	OMC call recovery procedures implemented	3/3/2004	5:33 PM ET
4/11/2005	7:15P ET	Norton VA. ARS service recovery due to storms causing commercial power to fail.	OMC call recovery procedures implemented	4/2/05	9:15P ET

Appendix

No. 6.7

ATT Service Recovery



ARS Center Service Recovery - Quick Reference

Non-Proprietary Copy

What To Do When

CA's are not Getting Calls -OR- CA's can not Make Calls

-OR-

All Calls are Dropping

-OR-

In Excess of 20% of the Position are Affected

Are you sure something is wrong? Make a test call to the listed Voice Test number. If that works as expected, report that fact to Center management in Step 1.

1. If present in center, notify Manager on Duty. Otherwise, proceed to Step 2, immediately.
2. Unless directed by e-mail, during business hours (Monday – Friday, 8AM – 5PM) call TSA. If you reach voice mail, leave a message and then immediately page TSA. Leave a phone number where you can be reached. For out of business hours call Svc. Manager at xxx-xxx-xxxx unless directed otherwise by e-mail.
3. Call the OMC.
4. Emergency Pager: *Proprietary Information removed.*
5. After you hear the TONE, enter the full phone number where you can be reached followed by the pound (#) key.

Note: If your call/page is not returned in 10 minutes, contact an alternate manager from Service Management or OMC teams. (see attached listing)

6. If the responsible Center/Resource Manager was not present in the center, notify them now.



ARS Center Service Recovery - Quick Reference

OMC Service Recovery Managers

Try another OMC manager if your call is not returned within 10 minutes.

Manager Name	Work Phone	Home Phone
Mary Lee	404-	770-
Atlanta OMC Incharge: 7:00 AM - 8:00 PM Eastern M-F 11:30 AM - 8:00 PM Eastern Weekends and hoidays	Main Phone Number: 404-	Alternate Phone Number: 404-

SM Managers

Unless directed by e-mail, during business hours (Monday – Friday, 8AM – 5PM) call TSA Manager. If you reach Voice Mail, leave a message and then immediately page TSA at 800-xxx-xxxx. Leave a phone number where you can be reached.

For out of business hours call Svc. Manager at xxx-xxx-xxxx unless directed otherwise by e-mail. Leaving a message will initiate an automatic page if the phone isn't answered. Small text message may be sent directly to his pager via email.



ARS Center Service Recovery - Quick Reference

Relay Center Telephone Numbers

Center Location	Incharge Phone	POTS Phone	Voice Test #
Augusta, GA New Castle, PA Norton, VA	<i>Proprietary Contact Information Removed</i>		

Make sure users know
to turn off FAX if
using FAX phone as
call-back number!



ARS Center Service Recovery - Quick Reference

Other Emergencies (Not Related to System Fault)

When

There is a Building Emergency OR There is a Weather Emergency

OR

Any Situation affecting Service Delivery

- 1) Notify Manager on Duty, if present in center. Otherwise, proceed to step 2, immediately.**
- 2) Call OMC**
 - a) Emergency Pager: *Proprietary Number removed.***
 - b) After you hear the TONE, enter the full phone number where you can be reached followed by the pound (#) key.**
 - c) Only if your OMC contact asks you to call or page an SM manager will you need to contact anyone in Service Management. (This type of problem rarely requires immediate Service Management action.)**
- 3) If the responsible Center/Resource Manager was not notified in First Step, notify now. Leave message for the SM Manager on duty.**

**Examples of Building Emergency – Fire, Fumes, Emergency Alarms
Weather Emergency – Tornado, Local Ice Storm, Earthquake
Check with the OMC, concerning any personnel endangering situation.**



ARS Center Service Recovery - Quick Reference

Other Service Delivery Issues (Not Previously Covered in the Document)

- 1) Notify Manager on Duty (present or not).
- 2) Call OMC
 - a) Emergency Pager: *Proprietary Information removed.*
 - b) After you hear the TONE, enter the full phone number where you can be reached followed by the pound (#) key.
 - c) Only if your OMC contact asks you to call or page an SM manager will you need to contact anyone in Service Management. (This type of problem rarely requires immediate Service Management action.)

No. 6.8

ATT Website

AT&T Relay - Microsoft Internet Explorer provided by PA Public Utility Commission

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Mail Print Web RSS

Address <http://www.consumer.att.com/relay/> Go Links

at&t


Search

Residential

AT&T Relay Home

AT&T Relay Home


TTY Relay



Here you will find explanations and step-by-step instructions for each type of TTY service available, along with equipment requirements, directions for use, and dedicated service phone numbers.

[Learn more](#)

Internet Relay




AT&T Internet Relay Service allows you to place free text relay calls to telephone users within the U.S. and its territories—right over your web browser.

[Make a Call Now](#)

[Learn more](#)

Video Relay



For many deaf and hard-of-hearing people living in the United States, sign language is the language of choice. That's why AT&T now offers Video Relay Service (VRS)—an online relay service that allows users to sign rather than type their communications.

[Make a Call Now](#)

[Learn more](#)

[AT&T Relay Home](#)

[Choosing a Relay Service](#)

[TTY Relay](#)

[Internet Relay](#)

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[About AT&T Relay](#)

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start D. I. M. # O. P. A. Address Go 9:55 AM